



Performance Analysts and Consultants

November 4, 2010
9:30 a.m. – 11:30 a.m.
OB2 Lookout Room 4th Floor

TIME	TOPICS	INTENDED OUTCOME	SPEAKER
9:30 – 9:45	Welcome – Announcements <ul style="list-style-type: none"> • Citizens Report • Upcoming Forums • Performance Audits and Reviews 	<ul style="list-style-type: none"> • Setting the Stage • Info Sharing • Questions 	Barb Burgener
9:45 – 10:45	Customer Service Surveys <ul style="list-style-type: none"> • What's up at DOH <ul style="list-style-type: none"> ○ Customer Satisfaction Policy ○ Workgroup Charter ○ Survey Process ○ PAC Presentation 	<ul style="list-style-type: none"> • Info Sharing 	Susan Ramsey Shannon Beigert Diana Ehri
10:45 – 11:30	Leveraging the PAC <ul style="list-style-type: none"> • Brainstorming about next steps 	<ul style="list-style-type: none"> • Idea Sharing 	Wendy Korthuis-Smith
11:30 – 11:35	Closing Comments <ul style="list-style-type: none"> • Agenda ideas for next meeting 	<ul style="list-style-type: none"> • Ideas • Feedback 	Barb Burgener

Next meeting: Dates Coming Soon